

CLAIMS

WHAT IS CLAIMED IS:

1. A computer-implemented method for diagnosing, 5
correcting, and repairing problems with power system assembly components, the
method comprising:
providing a list of power system assembly components;
receiving a selection of a component of interest;
providing a list of potential conditions of the component of interest;
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providing, in response to the selection of one of said potential
conditions, a step-by-step series of actions to take to address the selected
condition.

2. The method of claim 1, wherein said list of potential 15
conditions of the power system assembly component is a hierarchical list in the
order of most common to least common.

3. The method of claim 1, wherein said list of potential
conditions of the power system assembly component is a hierarchical list in the
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order of less complex to more complex.

4. The method of claim 1 further comprising providing
information concerning a kit to do at least one of repair, service and replace the
component. 25

5. The method of claim 1, wherein the power system
components comprise circuit-breakers.

6. The method of claim 1, further comprising providing at
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least one of pictures, drawings, figures, instruction manuals, data bulletins,

schematics, videoclips, photographs, marked up photographs and field advisory data sheets.

7. The method of claim 1, wherein at least one of said series
5 of actions to take further comprises an action to repair the component.

8. The method of claim 1, wherein at least one of said series
of actions to take further comprises an action to service the component.

10 9. The method of claim 1, wherein at least one of said series
of actions to take further comprises an action to replace the component.

10. The method of claim 1, wherein at least one of said series
of actions to take further comprises an action to operate the component.

15 11. The method of claim 4, wherein said kit contains a plurality
of components.

12. The method of claim 1, wherein said list of potential
20 conditions are represented as topics.

13. The method of claim 1, wherein said list of potential
conditions of the component of interest is represented as books.

25 14. The method of claim 1, wherein said step-by-step series of
actions are displayed as chapters.

15. A method of providing services for diagnosing, repairing,
servicing or replacing an electric power system assembly component, the method
30 comprising:

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providing a user interface enabling identification of a component of interest;

receiving information concerning the component of interest;

providing a list of possible conditions of the component of interest;

5 receiving information concerning the condition of interest; and
providing a series of actions associated with the condition of

interest.

16. The method of claim 15, further comprising providing at
10 least one of pictures, drawings, figures, instruction manuals, schematics,
videoclips, photographs, marked up photographs and field advisory datasheets.

17. The method of claim 15, wherein said services are provided
via a computer network.

15 18. The method of claim 17, wherein the network is the
Internet.

19. The method of claim 15, further comprising identifying a
20 part to be replaced.

20. The method of claim 19, further comprising identifying an
order number associated with said part to be replaced.

25 21. The method of claim 19, further comprising identifying a kit
number associated with said part to be replaced.

22. A method for diagnosing, correcting, and repairing
problems with power system and assembly components, the method comprising:
30 accessing an on-line diagnostic tool;

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interacting with said diagnostic tool by selecting a component of interest;

obtaining a hierarchical list of conditions associated with said component of interest;

5 selecting a possible condition of interest;

following steps displayed by said diagnostic tool in response to selected condition; and

if required, ordering a replacement part from within said diagnostic tool.

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23. A system comprising a server computer, the server comprising:

a database of electric power assembly components to be identified, repaired, serviced or purchased;

15 an interface that accepts input concerning the component of interest; and

a help engine that:

receives information concerning the component of interest;

receives data concerning actions to take associated with the

20 component of interest; and

displays the data concerning actions to take.

24. The system of claim 23, wherein said help engine is a MICROSOFT WINDOWS-based engine.

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25. The system of claim 24, wherein said MICROSOFT WINDOWS-based engine contains icons denoting at least one of a topic, a book and a chapter.

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26. A computer-readable medium containing computer-executable instructions for performing the method of claim 1.

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